

# 2 IDS  
10-11-01  
K. P. H. H.  
Express Mail No. EL841973731US  
Attorney Docket No. P5685  
Client/Matter No. 80168.0232

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

George Hines

Serial No. NEW

Filed: Herewith

For: SERVICE GURU SYSTEM AND  
METHOD FOR AUTOMATED  
PROACTIVE AND REACTIVE  
COMPUTER SYSTEM ANALYSIS

Group Art Unit:

Examiner:

11036 U.S. PT  
09/920531



INFORMATION DISCLOSURE STATEMENT  
UNDER 37 C.F.R. 1.56

Commissioner for Patents  
Washington, D.C. 20231

Sir:

Applicant hereby submits for filing under 37 CFR 1.97 a disclosure statement. The patents, publications or other information of which Applicant is presently aware are listed in Form PTO-1449 submitted herewith and copies of all such patents and publications are attached hereto.

Signed on 8/01/01

Respectfully submitted,

Kent A. Lembke, Reg. No. 44,866  
HOGAN & HARTSON LLP  
One Tabor Center  
1200 17th Street, Suite 1500  
Denver, Colorado 80302  
(720) 406-5378 Tel  
(303) 899-7333 Fax